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Track: Improving Quality of Care

Title: Measuring quality of counseling received from CPs and PPMVs using the method information index plus

Individual presentation abstract: Oral

Significance/background (200 words max)

Available evidence have shown that quality of counseling received during family planning (FP) service provision is associated with contraceptive uptake and continuation. The quality of counseling is measured using Method Information Index plus (MII+) to know information exchange needed to make informed choices are provided to women. Although Patent and Proprietary Medicine Vendors (PPMVs) are the leading source of modern contraceptives (22%) in the private sector, followed by Community Pharmacists (CPs) (12%) (NDHS 2018), little or no information is available on the quality of information exchange with clients.

Between 2018 and 2021, IntegratE project, funded by the Bill & Melinda Gates Foundation and MSD for Mothers, built the capacity of 1,465 CPs and PPMVs from Kaduna and Lagos states through training and supportive supervision to provide quality of family planning services, and increase access to contraceptive methods in underserved areas. There is a need to measure the quality of counseling services provided by these trained providers.

Main question/hypothesis (100 words max)

As part of this pilot study, we conducted client exit interviews (CEI) with women within 14 days of receiving FP services from trained CPs and PPMVs. Using data from 834 clients in Lagos and Kaduna states, we measured the quality of counseling received from CPs and PPMVs using the method information index plus (MII+). Specifically, what are clients' characteristics associated with high quality counseling (MII+) by state?

Methodology (location, study design, data source, time frame, sample size, analysis approach) (200 words max)

Between June and November of 2019, and November 2020 and February of 2021, we collected data from 834 women aged 18-49 who had visited an IntegratE trained CP/PPMV for family planning services in the last 2 weeks prior to the survey in Kaduna and Lagos states, Nigeria.

The quality of counseling received was assessed using MII+ which we constructed from four questions: Were you informed about other methods? Were you informed about side effects? Were you told what to do if you experienced side effects? And “Were you told about the possibility of switching to another method if the method you selected was not suitable?” Responses to each of the four questions were coded as 0 (No) or 1 (Yes). A binary variable, MII+ was created, with women who responded “yes” to all four questions coded as 1, and women who reported yes to less than four of these questions coded as 0.

Cross-tabulations of clients’ characteristics and quality of counseling were tested for association using χ^2 tests.

Results/key findings (250 words max)

834 women who had visited a CP/PPMV for FP services in the past 2 weeks prior to the survey were interviewed, 371 and 463 in Kaduna and Lagos states respectively. Married women were the majority of the respondents in both states, with Lagos having more (95%) compared to Kaduna (92%). Clients in Lagos were older (92% above 24 years of age) compared with Kaduna (81% above 24 years of age). About 70% of women in Lagos reported three or more living children, and 63% in Kaduna. Women in Lagos were more educated compared with Kaduna, with 38% and 21% reported having attended post-secondary education respectively.

Almost two-third (61%) of respondents received complete information of the MII+. A significantly higher proportion of women who were above 25 years of age received complete information (63%) in Lagos. About two-third (63%) of married women received complete information in both Lagos and Kaduna, and these were significant. In Lagos, level of education was significantly associated with complete MII+, with more women with post-secondary education receiving complete information. In Kaduna, religion was significantly associated with receiving complete information. In both states, period of interview was significantly associated with MII+, more women in round

two received complete information in Lagos (69%) compared to Kaduna (38%). Household wealth index of women in Lagos was significantly associated with complete MII+, although more women in lowest wealth index (70%) received complete information. In Kaduna, type of facility and fertility intentions were significantly associated with women receiving complete information.

Knowledge contribution (250 words max)

This study measured the quality of counseling received from CPs and PPMVs using MII+ and factors associated in Lagos and Kaduna states. Results demonstrate that nearly two third of clients who received services from CPs and PPMVs received complete information. This finding is very encouraging. Differences observed in factors associated with MII+ between states suggests that quality of counseling can be further improved. Reasons for the differences between Lagos and Kaduna states requires further investigation and research.